



January 2004

## Important Health Benefits News for Benefits Administrators

## Upcoming Events

### JAN

**Jan. 30 ♦** Pre-implementation meetings scheduled with vendors effective July 1: Delta Dental, ValueOptions, Medco and Anthem

### FEB

**February 10 & 25 ♦** Transfer of Flexible Reimbursement Account BES information to FBMC  
**February 16 ♦** President's Day Holiday  
**February 27 ♦** Tentative copy developed for Spotlight newsletter and materials for spring Open Enrollment



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# B.A. Bulletin

## Administrative Services Contracts Awarded

The Department of Human Resource Management has awarded five two-year contracts effective July 1, 2004 for medical, dental, prescription drug, mental illness, substance abuse and employee assistance program (EAP) services. Anthem will continue to administer medical health benefits for the statewide plan. Kaiser will continue as the regional HMO plan in Northern Virginia.

Medco Health will administer the Commonwealth's prescription drug program directly rather than through Anthem. Roanoke-based Delta Dental Plan of Virginia, rather than Anthem, will administer dental benefits beginning in July. ValueOptions, Inc. of Norfolk will replace Magellan in providing MISA and EAP services.

For additional information, see the list of Frequently Asked Questions sent to you by e-mail.

## Magellan Web Update

A single point of access to health information services that support employees and their families at work and home can be found on the Web at <http://www.magellanassist.com/>. The Web site includes articles and interactive content designed to improve home and work life. The new, comprehensive **Provider Search** function allows employees to search directly for Magellan's employee assistance program and outpatient providers.

Every month, specific articles are highlighted on **MagellanAssist** that can be accessed through the "Monthly Highlights" link on the Welcome page.

## Ombudsman and Employee Services Contact Information

- **Address:** Employee Services, Department of Human Resource Management, Office of Health Benefits, 101 N. 14<sup>th</sup> Street, 13<sup>th</sup> Floor, Richmond, VA 23219.
- **E-mail address for Employee Services:** [eesvcs@dhrm.state.va.us](mailto:eesvcs@dhrm.state.va.us)
- **E-mail address for appeals:** [appeals@dhrm.state.va.us](mailto:appeals@dhrm.state.va.us)
- **Appeals** must be in writing.

This month, Magellan is highlighting the topic of healthy weight. More and more people are becoming preoccupied with their weight, which can affect not only physical health, but mental health as well. The information in these articles can help with maintaining healthy weight and also good mental health.

Employees and covered dependents can call the Employee Assistance Program (EAP) at 800-775-5138 seven days a week, 24 hours a day, for help with: work stress, relationship problems, anger management, coping with change, family/parenting issues, anxiety or depression and other life issues.

## Finding A Dentist in the Delta Dental Network

Employees who want to know if their dentist participates in the Delta Dental network may visit Delta Dental's Web site at [www.deltadental.com](http://www.deltadental.com). Here are instructions for a dentist search. Click on the Searching for a Dentist? link on the upper left hand corner of the front page. Under Product Selection, choose Delta Premier. Then fill in your location and other requested information. Employees who want Delta Dental to recruit a specific dentist for its network may contact [hbp@dhrm.state.va.us](mailto:hbp@dhrm.state.va.us).